

Figure 1.1
Decision Sequence for Determining E-Mail Retention

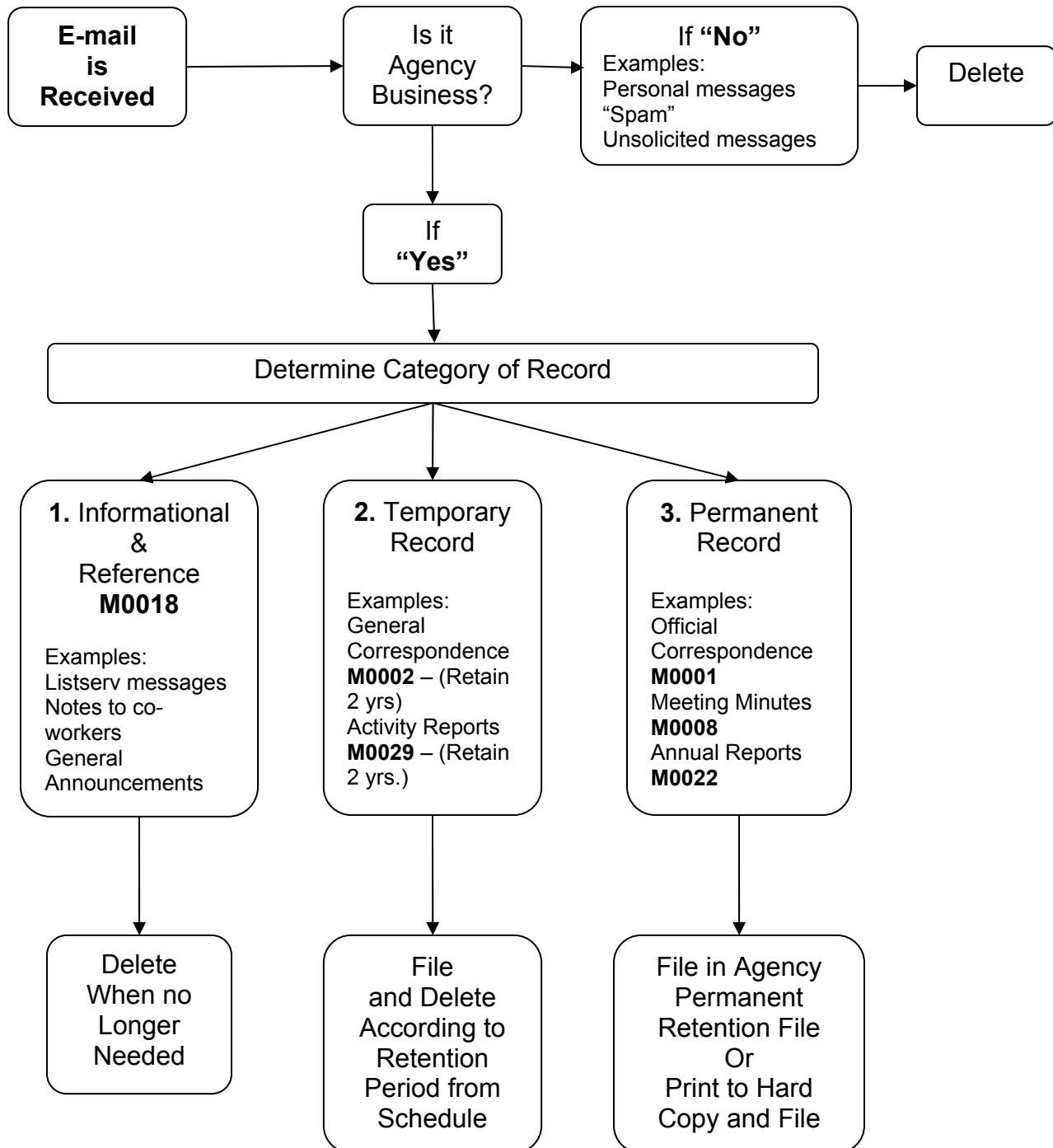


Figure 1.2 Determining Responsibility for Retaining E-Mail Messages

Because e-mail messages can be forwarded and routed to multiple addresses, copies of the messages may exist in many areas of the agency. In most cases, the author, or originator, of the e-mail message is responsible for maintaining the “record” copy. However, in cases in which the recipient has altered the message (made changes, added attachments, etc.), or when the message is coming from outside the agency (and therefore not documented anywhere within the agency), the recipient is the one responsible for retaining the message.

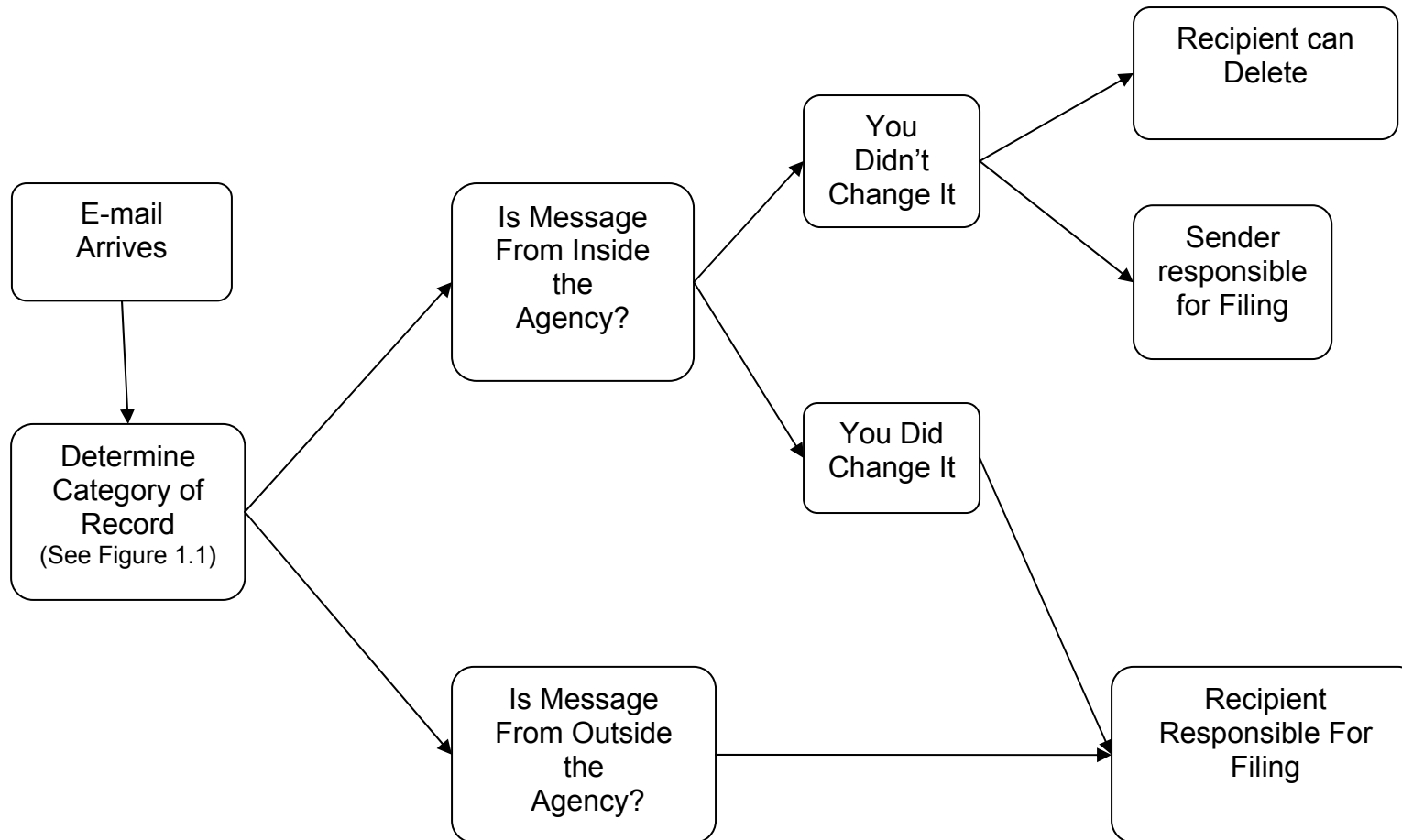


Figure 1.3

Sample Filing Structure for E-mail

The following is an example of an agency filing structure for e-mail. The records series numbers, from the *General Schedule for State Agencies**, are provided in parentheses.

NON-RECORD MESSAGES – Delete at will

Personal Messages – (An agency appropriate use policy should detail the amount of personal messages allowed on the e-mail system.)

“Spam”/ Unsolicited e-mail

INFORMATIONAL AND REFERENCE MATERIAL – (M0018) Delete when no longer useful.

Drafts – Publications, Reports, Memos

Meeting Notices

Listserv Messages

TEMPORARY MESSAGES – Delete per Retention Schedule*

General Correspondence (M0002 – delete after 2 years)

Project 1

Project 2

Person A (Supervisor)

Person B (Co-worker)

Activity Reports (M0029 – delete after 2 years)

Year #

Jan, Feb, etc.

PERMANENT MESSAGES – (As defined by retention schedules*)

Check with agency records officer for appropriate filing procedures.

Official Correspondence (M0001 – usually from agency or division head)

Project A

Project B

Annual or Summary Reports (M0022)

Policies and Procedures (M0003 – final copy)

Meeting Minutes (Board or Commission) (M0008)

*These examples come from the *General Schedules for State*, more records categories can be found in the agency-specific schedule.